

Mopilya.com

Packaging, Dispatch, Delivery and Proof of Delivery SOP

ISO 9001:2015 Aligned Controlled Document

Document Code	MOP-LOG-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Logistics Manager / Operations Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Scheduling, dispatch, customer receiving, and proof of delivery	Confidentiality	Internal Use

Important note: This document is a ready-to-edit QMS draft. It should be reviewed, approved, and customized by Mopilya process owners before official release or certification use.

Document Revision History

Rev.	Date	Description of Change	Prepared / Reviewed / Approved
0	20-Jun-2026	Initial issue prepared for ISO 9001:2015 QMS implementation.	Prepared by OpexEdge; to be reviewed and approved by Mopilya management.

1. Purpose

To deliver released customer orders safely, on time, with clear proof of delivery and customer receiving confirmation.

2. Scope

Applies from release for delivery, customer scheduling, dispatch, route coordination, handover at customer location, proof of delivery, failed delivery, and delivery issue reporting.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.5.4 - Preservation	Protects product during handling, packaging, storage, and delivery.
Clause 8.5.1 - Controlled Conditions	Controls delivery activities and communication.
Clause 8.6 - Release	Ensures only released products are delivered.
Clause 8.7	Controls delivery damages, wrong items, failed delivery, and nonconforming services.

4. Definitions

Term	Definition
Proof of Delivery (POD)	Evidence of delivery such as customer signature, delivery photo, app confirmation, message, or delivery note.
Failed Delivery	Delivery attempt not completed due to customer unavailability, wrong address, access issue, payment issue, or logistics issue.
Delivery Window	Agreed date/time period communicated to customer.

5. Responsibilities

Role	Main Responsibilities
Logistics	Schedules, dispatches, delivers, and records POD.
Customer Care	Confirms customer availability, address, and delivery window.
Operations	Confirms product release before dispatch and handles escalations.
Driver / Courier	Protects product, follows delivery instructions, reports issues immediately.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Receive released order from Quality/Operations.	Logistics	Delivery only starts after release status.
2	Contact customer to confirm address, phone, delivery date/time window, access	Customer Care / Logistics	Delivery schedule confirmed.

	conditions, and COD balance if applicable.		
3	Prepare dispatch plan and assign driver/courier.	Logistics	Route, product, order number, and customer details assigned.
4	Verify product packaging, handling requirements, order number, and delivery documents before loading.	Logistics / Driver	Dispatch checklist completed.
5	Deliver product to customer location within agreed window.	Driver / Courier	Customer receives product.
6	Obtain proof of delivery and note visible condition/customer comments.	Driver / Courier	POD captured and stored.
7	If customer reports visible damage, wrong item, missing item, or refuses delivery, record issue and inform Operations immediately.	Driver / Logistics	Delivery issue record opened.
8	Update order status as delivered, failed delivery, refused, rescheduled, or issue pending.	Logistics	System/order tracker updated.
9	Trigger happy call within 24-48 hours after delivery.	Customer Care	Happy call task created.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Delivery Schedule	Logistics	3 years	Logistics folder / order tracker
Dispatch Checklist	Logistics	3 years	Order folder
Proof of Delivery	Logistics	5 years	Order folder
Failed Delivery / Issue Record	Logistics	3 years	Issue log / order folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Product damaged during delivery	Packaging, handling instructions, and dispatch check.	Record damage, notify Operations, determine rework/replacement.
Customer unavailable	Delivery confirmation before dispatch.	Reschedule and record failed delivery reason.
Delivery completed without evidence	Mandatory POD before order closure.	Contact customer, collect confirmation, retrain driver if repeated.

9. KPIs

KPI	Suggested Target	Review Frequency
On-time delivery	>= 90%	Weekly
POD completion	100%	Weekly
Delivery damage rate	<= 1.5%	Monthly
Failed delivery rate	<= 5%	Monthly

10. Related Documents / Forms

- MOP-LOG-FRM-001 Dispatch Checklist
- MOP-LOG-FRM-002 Proof of Delivery Form
- MOP-LOG-FRM-003 Failed Delivery Record
- MOP-CS-SOP-001 Happy Call and Complaint Handling SOP

Approval

Prepared By	Reviewed By	Approved By
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date